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STATE OF MICHIGAN
DEPARTMENT OF LABOR & ECONOMIC GROWTH
LANSING

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DIRECTOR

e-mailed to MWAs on 12/22/04:cg

OFFICIAL

Bureau of Workforce Programs (BWP)
Policy Issuance: 04-17

Date: December 22, 2004

To: Michigan Works! Agency (MWA) Directors

From: Brenda C. Njiwaji, Director, Bureau of Workforce Programs **SIGNED**

Subject: Unemployment Insurance (UI) Claimant Services

Programs Affected: Wagner-Peyser 7(a)

References: Memorandum of Understanding between the Unemployment Insurance Agency (UIA), Michigan Department of Labor and Economic Growth (DLEG) and the BWP, DLEG, dated 11-15-2004.

29 USC 2841

Workforce Investment Act (WIA) of 1998 (**SEE ATTACHMENT**)

Rescissions: None

Purpose: To explain the role and responsibilities for MWAs in collaborating with the UIA of the DLEG. Collaboration between the UIA and the BWP within the context of the one-stop delivery system is not only permitted, it is mandated. The BWP provides funding for one-stop centers through the MWAs. Therefore, requirements placed upon the BWP by the WIA must be observed by the operators of the one-stop service centers.

Background: Section 121 of the WIA of 1998, P.L. 105-220, codified at 29 USC 2841, establishes a "one stop delivery system" and mandates as "required partners" in such system those agencies that carry on a program or activity described in Subsection 2841(b)(1)(B). Subsection 2841(b)(1)(B)(xii) describes "programs authorized under state unemployment compensation laws (in accordance with applicable Federal law)." Furthermore, Subsection (b)(1)(A) requires that each of such

required partners make available to the public, through a one-stop delivery system, the “core services” described in 29 USC 2864(d)(2). Subsection 2864(d)(2)(I) requires “provision of information regarding filing claims for unemployment benefits.”

Policy:

Individuals who visit a one-stop service center seeking assistance with regard to a claim for unemployment benefits are to be provided certain accommodations. Such accommodations include providing basic information and usage of office equipment, such as telephones, fax machines, computers, and photocopying equipment. The MWA director has sole discretion to determine when usage by any individual of office equipment is needed for the UIA program. The MWA director may also suspend an individual’s usage of the office equipment if it is deemed the equipment is being misused. It is appropriate, however, to allow a UI claimant access and use of service center equipment to make contact with the UIA.

With respect to providing information to UI claimants, the MWAs are to make available in one-stop service centers printed materials or verbally provide information, or both, describing unemployment compensation matters, but are not to provide information of a technical or legal nature regarding unemployment compensation, which includes “How to File an Unemployment Claim.” This means the BWP and the MWAs are not to provide any advice to UI claimants regarding their claims. The MWAs, when approached with UI claimants with questions regarding unemployment compensation are to only provide a referral to the printed materials or to one of the following: the Claims Filing/Inquiry Line, the Claimant Customer Relations Hotline, MARVIN, a Problem Resolution Office, or the UIA Website.

The Memorandum of Understanding also mandates the UIA to identical conduct. The Unemployment Agency has agreed to make printed materials, or verbally provide information, or both, that describe the services of the MWAs available at their Problem Resolution offices. Therefore, MWAs may supply the Problem Resolution office closest to their service delivery area with promotional materials they have agreed to put on display for their customers.

It was mutually agreed by the two parties that any minimal costs incurred for providing the collaborative services described in the Memorandum of Understanding are offsetting; therefore, no payments will be exchanged for providing the collaborative services explained in this policy issuance.

Action: Effective immediately the following measures are to be observed by MWAs:

- Make available in one-stop service centers printed materials or verbally provide referral information, or both, describing unemployment compensation matters. Verbal information is to be restricted to contact information for the Claimant Filing/Inquiry Line, Customer Relations Hotline, MARVIN, and the Problem Resolution Center nearest the MWAs service delivery area or the UIA Website. The contact information for the Claims Filing/Inquiry Line, Claimant Customer Relations Hotline, MARVIN, Problem Resolution Offices and Website is provided at the end of this document.
- Do not attempt to provide information of a technical or legal nature regarding unemployment compensation. This includes information regarding how to file a claim. Advice or instructions to UI claimants regarding their claims is not to be provided.
- Allow UI claimants access and use of service center equipment to make contact with the UIA.
- Supply the Problem Resolution office closest to the Michigan Works! service delivery area with promotional materials that describe services provided at the one-stop service centers.

Inquiries: Any questions or concerns regarding this policy issuance or Wagner-Peyser 7(a) concerns should be directed via e-mail to Dell Alston at AlstonD@michigan.gov, or telephone at (313) 456-3166. If your question or concern is related to an UI issue, please contact one of the following for assistance: Ann Marie Cardenas at (313) 456-2943, Sara Majer at (313) 456-2837, or Sharon Poole-Lampkin at (313) 456-2309.

In accordance with the Americans with Disabilities Act, the information contained in this PI will be made available in alternative format (large type, audio tape, etc.) upon special request received by this office.

Expiration

Date: None

BCN/JH/DA/cds
Attachments

Unemployment Insurance Agency Contact Information

Claims Filing/Inquiry Line: 1-866-500-0017 (Telephone filed claim line and inquiry line for questions on claims)

Claimant Customer Relations Hotline: 1-800-638-3995 (General information regarding unemployment)

MARVIN: 1-866-638-3993 (Statewide, toll-free telephone number to certify for weeks of unemployment benefits)

Problem Resolution Offices:

The UIA's six Problem Resolution Offices resolve customer problems and provide access to automated resources. Claimants that are not within a convenient distance from a Problem Resolution Office should use the Claimant Customer Relations Hotline. Problem Resolution Offices are open 8 a.m. to 3 p.m. (Eastern Time) weekdays, except these state holidays:

New Year's Day; Martin Luther King, Jr.'s Birthday; President's Day; Memorial Day; Independence Day; Labor Day; Veterans' Day; Thanksgiving; Friday after Thanksgiving; Christmas Eve; Christmas; and New Year's Eve.

Problem Resolution Offices provide:

- Telephones and computers for the convenience of customers who may not have access to a computer or telephone to file their claim
- In-person help for problems with claims
- A presence in the community that includes, on request, presentations about unemployment insurance services to employer, business, labor, and community groups

Problem Resolution Office Locations:

Gaylord	400 W. Main Street, Suite 102 Gaylord, Michigan 49735
Grand Rapids	3391 Plainfield NE, Grand Rapids, Michigan 49525
Lansing	5015 South Cedar Street, Lansing, Michigan 48910
Livonia	33523 W. 8 Mile Road, Livonia, Michigan 48152
Marquette	2833 U.S. 41 West, Marquette, Michigan 49855
Saginaw	614 Johnson Street, Saginaw, Michigan 48607

UIA Web-site: <http://www.michigan.gov/uia>

MEMORANDUM OF UNDERSTANDING BETWEEN
THE UNEMPLOYMENT INSURANCE AGENCY,
MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC GROWTH,
AND
THE BUREAU OF WORKFORCE PROGRAMS,
MICHIGAN DEPARTMENT OF LABOR AND ECONOMIC GROWTH

DEC 1 2004

UNEMPLOYMENT BENEFIT SERVICES

PARTIES TO THIS MEMORANDUM OF UNDERSTANDING

The parties to this Memorandum of Understanding (MOU) are the Unemployment Insurance Agency (UIA) of the Michigan Department of Labor and Economic Growth, and the Bureau of Workforce Programs (BWP) of the Michigan Department of Labor and Economic Growth.

PURPOSE OF THIS MEMORANDUM OF UNDERSTANDING AND INTENT OF THE PARTIES

The purpose of this Memorandum of Understanding is to establish the principle that as required "one-stop partners," the UIA and the BWP shall work collaboratively to provide certain basic services to the public served by these two agencies within the Department of Labor and Economic Growth. It is the intention of the parties that this Memorandum of Understanding provide the basis for each party to provide occasional, basic services to the customers of the other party.

LEGAL AUTHORITY FOR COLLABORATION BETWEEN UIA AND BWP

Section 121 of the Workforce Investment Act of 1998, P.L. 105-220, codified at 29 USC 2841, establishes a "one stop delivery system" and mandates as "required partners" in such system those agencies that carry on a program or activity described in Subsection 2841(b)(1)(B). Subsection 2841(b)(1)(B)(xii) describes "programs authorized under State unemployment compensation laws (in accordance with applicable Federal law)." Furthermore, Subsection (b)(1)(A) requires that each of such required partners make available to the public, through a one-stop delivery system, the "core services" described in 29 USC 2864(d)(2). Subsection 2864(d)(2)(I) requires "provision of information regarding filing claims for unemployment benefits." It therefore appears that collaboration of the UIA and BWP within the context of the one-stop delivery system office is not only permitted, but is mandated.

MUTUAL UNDERSTANDINGS OF THE PARTIES

Recognizing the collaboration mandated under the Workforce Investment Act of 1998, the UIA and BWP agree that both as to individuals present at a one-stop center (commonly referred to as a "Michigan Works! Agency" Office) seeking assistance with regard to a claim for unemployment benefits, and as to individuals present at a Problem Resolution Office (PRO) or other office location of the UIA open to the public, certain basic accommodations will be provided for the assistance of the public. Such accommodations includes providing of basic information, and usage of office equipment such as telephones, fax machines, computers, and photocopying equipment.

It will be within the sole discretion of the manager of the one-stop center, PRO Office, or other UIA Office, to determine when usage by any individual of office equipment is needed for other programs, and the manager may suspend an individual's usage of such equipment.

With respect to providing information, the BWP and its agents will make available in one-stop locations printed materials or verbal referral information, or both, describing unemployment compensation matters, but will not attempt to provide information of a technical or legal nature regarding unemployment compensation. The UIA will make available in its PRO Offices or other public UIA offices, printed materials, or verbal referral information, or both, describing services offered by the BWP and its agents, but will not attempt to provide information of a technical or legal nature regarding services offered by the BWP and its agents.

COSTS FOR COLLABORATIVE SERVICES WILL BE CONSIDERED OFFSETTING

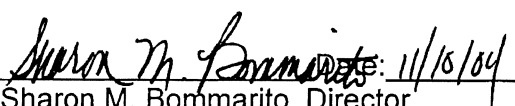
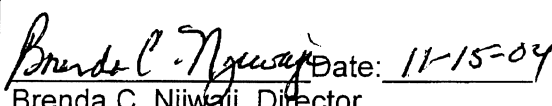
It is mutually agreed between the parties that any minimal costs incurred by UIA for providing to the BWP the kinds of collaborative services described in this Memorandum of Understanding, and any minimal costs incurred by BWP for providing to UIA the kinds of collaborative services described in this Memorandum of Understanding, are offsetting; therefore, no payments will be exchanged between UIA and BWP for providing such collaborative services.

TERM OF THIS MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding shall continue indefinitely unless terminated by either party, upon 30-days' advance notice.

EXECUTION OF THIS MEMORANDUM OF UNDERSTANDING

The terms of this Memorandum of Understanding are mutually approved by the parties, as evidenced by the signatures of their duly authorized representatives:

 Sharon M. Bommarito, Director Unemployment Insurance Agency	 Brenda C. Njiwaji, Director Bureau of Workforce Programs
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